



KEYSTONE

**RECREATIONAL VEHICLE
SAFETY RECALL NOTICE**

Safety Recall: 25V-110
Safety Advisory: 25-462
January 16, 2025

IMPORTANT SAFETY RECALL – 2nd Notice

«POLKNAME»
«POLKADDRESS»
«POLKCITY», «POLKST» «POLKZIPPLUS4»

This notice applies to your vehicle: «VIN»

Dear «POLKNAME»:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Our records indicate
YOUR UNIT HAS NOT BEEN
REMEDIED.
Please DO NOT ignore this notice!

Keystone RV Company has decided that a defect which relates to motor vehicle safety exists in certain model 2024-2025 Outback Travel Trailers. As a result, Keystone RV is conducting a safety recall. We apologize for any inconvenience this action may cause you; however your safety and continued satisfaction are of the utmost importance to us.

***Reason for
this recall***

It has been decided that the vehicles in the recall population may have been manufactured with a side window that is identified with an exit sticker. The side window exit handles may be blocked by the valance. These units have an exit window in the rear therefore the side window does not need to be an exit window. If an emergency situation arises and the occupants of the vehicle attempt to use the side window as an emergency exit point, they will not be able to exit as the valance blocks the handle for the emergency egress point resulting in an increased risk of personal injury. This repair will take approximately 15 minutes.

***What we
will do***

Keystone representatives have been in contact with the staff at your selling dealership regarding this situation. The remedy is to remove the emergency exit sticker from the side window. If you need assistance in inspecting the window or removing the exit sticker please contact a Keystone dealer and the remedy will be performed at no charge.

***What we
need you to
do***

The egress safety window is in place at all times thus not impeding escape/exit. As soon as possible, please e-mail recall@keystonerv.com or call 1 866-425-4369. We will need the following information:

- VIN
- Name, address and phone number
- A photo showing the sticker is removed on the affected window or showing the emergency egress window is not blocked by the valance.

If you have questions

Your dealer is best equipped to obtain parts and provide service to ensure your RV is corrected as promptly as possible. Please contact Keystone Customer service if your dealer is unable to assist or if you take your RV to your dealer on the agreed service date, and the dealer does not remedy the condition within a reasonable amount of time, or without charge to you. You may be eligible to receive reimbursement if you paid to have the defect resolved prior to receiving this correspondence. Keystone Customer Service is available toll-free at 1-866-425-4369.

BE ADVISED –
Damage caused by failure to have the recall remedy completed will be the responsibility of the owner.

If after contacting Keystone Customer Service you are still not satisfied we have done our best to remedy this situation, you may also submit a written complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.nhtsa.gov>.) Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this RV, please call Keystone Customer Service at 1-866-425-4369 or email recall@keystonerv.com with your name and VIN.

Thank you for your attention and cooperation in this matter.

Sincerely,

KEYSTONE RV COMPANY

cc: National Highway Traffic Safety Administration (NHTSA)

